GOVERNMENT OF INDIA
EXTERNAL AFFAIRS
LOK SABHA

UNSTARRED QUESTION NO:603
ANSWERED ON:02.12.2015
MADAD
Raghavan Shri M. K.

Will the Minister of EXTERNAL AFFAIRS be pleased to state:

(a) the complete details of the MADAD scheme introduced by the Government along with the time of its inception;

(b) the Embassies/High Commissions where the said scheme is currently prevalent;

(c) the number of cases that have been registered under the scheme so far; and

(d) the action taken on these complaints along with the reasons for pendency of the remaining complaints?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF EXTERNAL AFFAIRS
[GEN. (DR) V. K. SINGH (RETD)]

(a) In pursuance of "good governance" initiatives, the Ministry of External Affairs has launched an online Consular Grievances Monitoring System, named MADAD, on 21 February 2015, to extend a helping hand to Indians abroad requiring consular assistance. The Ministry of External Affairs (MEA) and the Ministry of Overseas Indian Affairs (MOIA) work together to address complaints received through MADAD. All our Missions and Posts abroad and the MEA's Branch Secretariats in Chennai, Guwahati, Hyderabad and Kolkata, have been linked to this portal for consular grievance tracking and follow-up.

The MADAD online portal represents a qualitative improvement over existing procedures for handling of consular grievances, through online forwarding, filing, tracking and escalation until their eventual resolution. It allows direct registration of the grievances by the members of the public and effective tracking of the entire grievance handling process all the way until the redressal of the grievance.

The MADAD portal deals with grievances referred to the Ministry of External Affairs (MEA) and the Ministry of Overseas Indian Affairs (MOIA), based on their respective mandates.

(b) All Indian Missions and Posts abroad.

(c) So far, 4709 complaints have been registered on the MADAD portal.

(d) Out of 4709 complaints received, 3932 grievances have been resolved till date. 777 grievances are pending because of various reasons, such as more information to be furnished by the grievants, responses awaited from the local Foreign Office/local companies/employers or other Departments and matters pending in courts, etc.